



Australian Government

TLIF0008 Apply safety critical communications in the rail environment

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply effective safety critical communications and is also considered best practice for general communications in the rail environment.

It includes communicating, providing timely and accurate rail operational information and responding to unplanned situations or events appropriately.

This unit is intended for rail safety workers who are required to identify and respond to operational information as part of their job role. They may be working within a rail operational or infrastructure environment.

Safety critical communications is any communication that, if not delivered or not delivered accurately or promptly, could result in death, serious injury or incur significant damage to property, infrastructure or the environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Rail sector

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Provide timely and accurate operational information and coordination

- 1.1** Location information is clearly communicated and clarified as required
- 1.2** Communication hazards are identified, risks are assessed and control measures are implemented to ensure communication occurs from a safe place
- 1.3** Rail network condition advice is provided
- 1.4** Changes in operational status of communications facilities affecting network operations are provided
- 1.5** Safety critical information is exchanged clearly and in a timely manner in accordance with safety management system and regulatory requirements
- 1.6** Communication is received, confirmed, acknowledged and appropriate actions taken

2 Communicate accurate operational information

- 2.1** Communication is delivered clearly, in a timely manner and accurately
- 2.2** Standard phrases are used in accordance with communications protocols
- 2.3** Concise and unambiguous standard phrases are used
- 2.4** Active listening is maintained for all communication
- 2.5** Read backs are provided and obtained
- 2.6** Delivery of voice messages is adjusted to suit receiver
- 2.7** Communication protocols are followed
- 2.8** Most effective communications method is used
- 2.9** Handover or takeover is performed to achieve continuity of teamwork and service

3 Issue and coordinate rail operations information

- 3.1** Rail operations information is issued and recorded in accordance with the workplace procedures and regulatory requirements
- 3.2** Written authorities are issued, read back and acknowledged correct before actioning

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|---|------------|---|
| | 3.3 | Documented safety critical communications are recorded and retained in accordance with workplace procedures and regulatory requirements |
| 4 Respond to unplanned situation | 4.1 | Sufficient information is obtained from relevant sources to determine nature and implications of situation |
| | 4.2 | Emergencies, potential emergencies or unplanned situations are identified, and needs are prioritised in accordance with emergency response plans and workplace procedures |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit. No equivalent unit.

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>